

Principles and Project Outcome



THE CURRENT 911 SYSTEM IS INEFFECTIVE AND INEFFICIENT

DUPLICATIVE EFFORTS OF RESOURCES

- Fire Crews
- REMSA

THE CURRENT 911 SYSTEM IS INEFFECTIVE AND INEFFICIENT

FRUSTRATING EXPERIENCE FOR ALL USERS

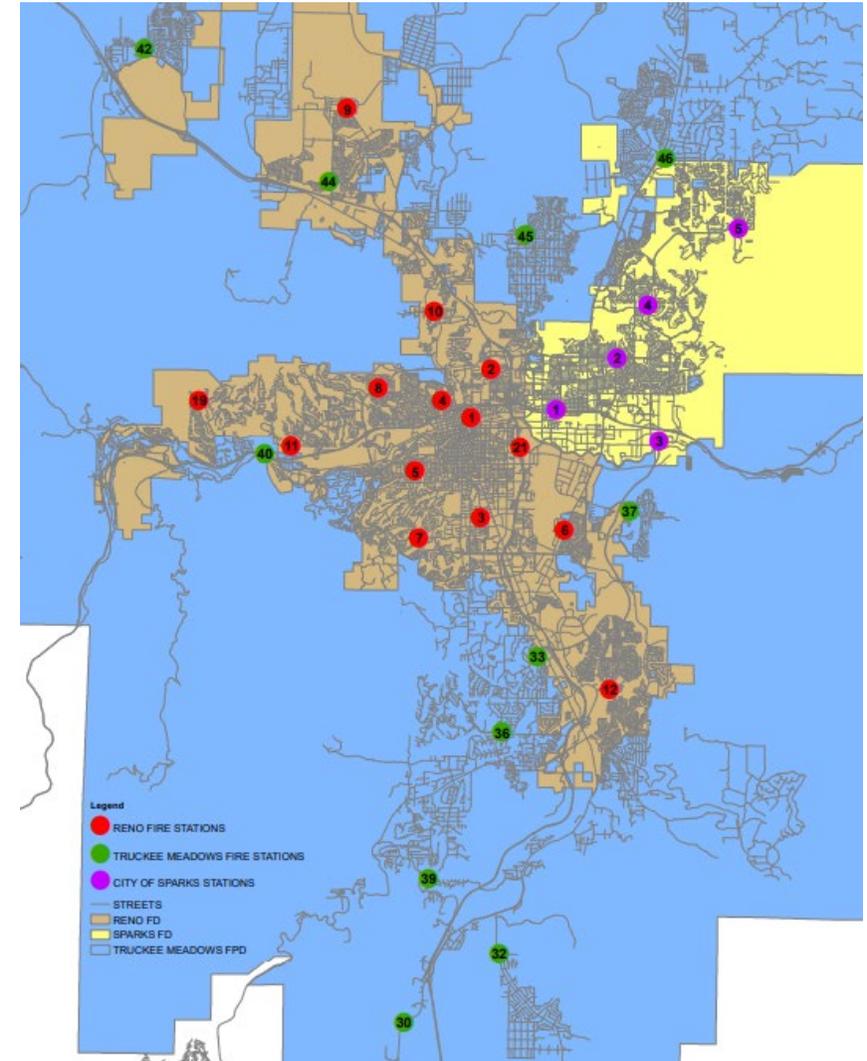
- 911 Call Takers & Dispatchers
- Caller & Person(s) Experiencing Emergency
- Bystanders
- Emergency Response Crews

REGIONALIZED ISSUE IN NEED OF A REGIONALIZED SOLUTION

PROXIMITY

JURISDICTION

FIRE STATION LOCATIONS



REGIONALIZING THE 911 PROCESS RESULTS IN BETTER EXPERIENCE, SAVED RESOURCES, AND BETTER OUTCOMES

PRIORITIZE THE USER EXPERIENCE

DEPLOY RESOURCES APPROPRIATELY

IMPROVE THE USE OF
TECHNOLOGY AND RESOURCES

REDUCE DUPLICATIVE
PROCESSES

ESTABLISHING GUIDING PRINCIPLES FOR REGIONALIZATION EFFORTS

OPERATIONS

ORGANIZATION

GOVERNANCE

FUNDING

INITIAL MEASUREMENTS OF SUCCESS

CALLER EXPERIENCE

RESOURCES

RECOMMENDED MOTION

I move to accept the principles guiding the intent and desired outcome of the regional collaboration opportunities for fire, emergency medical services (EMS), and dispatch services including but not limited to enhanced protocols for the dispatch of emergency services using the 911 system based on factors such as deployment of nearest resources to emergency calls and other collaborative opportunities to save resources, and improve outcomes.